

SWC# 400 Edison Contract # 39769

Multifunction Devices and Services

Contact Information and Special Use Instructions

Summary/Background Information:

- Acquisition of Multifunction Devices, or MFDs (formerly known to the State as “copiers”), supplies and services.
- Multifunction devices may be purchased or leased with a 60-month service agreement.
- Lease: A new MFD lease may be entered into at any time during the length of this contract, up to and including the end of year five (5). The MFD lease will be 60 months in duration and include all supplies, toner, and service.
- Purchase: A new MFD may be purchased at any time during the length of this contract, up to and including the end of year five (5). The purchased MFD must also include a 60-month service agreement to include all supplies, toner, and service which will be paid monthly.
- A full list of products and services offered under this contract can be found on the CPO “Statewide Contract Instruction” website under SWC 400 Multifunction Devices and Services.

State Contract Administrator:

Jessica Starling
Category Specialist
Central Procurement Office
(615) 532-0352
jessica.starling@tn.gov

Vendor Contact Information:

Canon Solutions America
Vendor #: 0000160525
Edison Contract Number: 39769
Mark Choate
Strategic Account Manager
615-238-6254
jchoate@csa.canon.com

Contract Period:

This is a three (3) year contract term running from December 3, 2013 to December 2, 2016 with two (2) additional one-year options to renew. If all options to renew are exercised, the final end date of this contract will be December 2, 2018.

Upon expiration or cancellation of this contract, agencies will no longer be able to use this contract for the acquisition of new MFDs either through lease or purchase HOWEVER all leases and service agreements will continue until they have reached their expiration at 60 months.

Usage Instructions:**Request to Receive Equipment:**

1. Identify equipment and/or service that best fits agency needs*
 - a. Refer to Attachment B-1 for Canon equipment available for purchase
 - i. Select base equipment and optional features
 - b. Refer to Attachment B-2 for Canon equipment available for lease
 - i. Select base equipment and optional features
2. Determine if equipment should be leased or purchased
 - a. Leased MFDs will last for 60 months
 - b. Purchased MFDs require a 60-month service agreement
 - c. The lease begins at the time of installation
 - d. Agencies will have the option to lease new MFDs up until the final expiration date of December 2, 2018
3. Generate a requisition using the Item ID #'s for the equipment model and optional features to be leased or purchased.
4. Copy the approved requisition to a purchase order.
5. Send the signed purchase order to the Canon representative identified above:
jchoate@csa.canon.com
NOTE: Include the contact information of the person at the facility where the MFD should be delivered who will be receiving the equipment so Canon knows who to contact upon delivery.
6. Delivery of the MFD shall be made within 30 days of Canon's receipt of purchase order
7. Prior to delivery, a Canon representative will contact the facility user for delivery instructions.
8. Once the equipment has been delivered and facility user has accepted the MFD by visual inspection and signature, a Canon service technician will contact them to schedule the full installation.
9. Once the equipment has been fully installed, the Canon training team will contact the facility user to schedule an office-wide training, if needed.

*It is recommended to seek out a free formal print assessment through Canon. This assessment will provide a detailed analysis of the agency's current print status and an estimated savings with recommendations on how to make the transition to MFDs. If an agency elects to not utilize this assessment, their IT group should be contacted for assistance. The contract administrator is also available to provide guidance.

Equipment Service Request:**1. Service Request**

Canon Solutions America, Inc
Customer Service Department
Monday-Friday 7:00am-5:00pm CST
1-800-355-1385

<https://csa.canon.com/online/portal/csa/csa/company/contactus>

2. Help Desk

Help Desk Call Center
Monday-Friday 7:00am-7:00pm CST
1-800-355-1385

<https://csa.canon.com/online/portal/csa/csa/company/contactus>

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please use the "Guide to Agency Purchasing" document in Edison under the Procurement Tab, Procurement Information box.

Billing and Payment Instructions:

The Contractor shall submit an itemized invoice, with all necessary supporting documentation, to the state agency billing address provided in the PO. The invoice will also include only charges for service described in the PO. Once the agency is in possession of the invoice the timeframe for payment begins and the agency will then follow their normal procedures for invoice payment.

It is the responsibility of the agency to notify the Contractor in the event the contact person at the agency changes. All Canon invoices will be directed to the main contact person who submitted the original purchase order.

Asset and Inventory Management:

If purchasing items through the contract that are considered assets, then you will need to use the item ID for asset items. Please refer to the job aids on Asset Ordering and Generic Asset Ordering, available through the Central Procurement Office, for information on determining whether or not an item is an asset.

Miscellaneous Information:

Request for Removal of SWC #404 Leased Copiers:

It is recommended to place an order for a new Canon Multifunction Devices (SWC #400) prior to submitting notification of copier removal to copier vendor(s). NOTE: If a machine has not yet reached its expiration date and insufficient information does not support its early removal (as instructed by the CPO), it will be required to stay in its location until the expiration date.

First, you must confirm that your current leased copiers are expired and no longer bound to the 60-month lease agreement. For details, contact:

Jessica Starling
Category Specialist
(615) 532-0352
Jessica.Starling@tn.gov

Second, be prepared to provide the serial number(s) of expired machine(s) along with the most current meter reading, machine(s) physical location, agency contact person, phone number, and email address. A different contact person may be necessary for each location; if problems arise with a scheduled pick-up, this person may need to be present to assist with such problems.

It is suggested to provide a spreadsheet in the below format:

Count	Make/Model	Serial #	Meter Read	Physical Location	Agency Contact	Phone #	Email Addresses	Requested Pick-up Date

Third, agencies will need to pay careful attention to the final invoice as each vendor will handle their lease end date a little differently.

Hard Drive Removal is not standard on SWC #404, all copiers have a Data Erase Kit installed and have been running throughout the life of your machine which erases documents as they run through the copiers. However, if you choose to have the Hard Drive removed for additional security, you will need to go through your local purchase authority with the pricing provided below:

Vendor	Cost to Remove Hard Drive
Canon	\$330.60
Ricoh	\$350.00
Xerox	\$325; \$250
Toshiba	\$345

Please refer to each vendor's instructions for scheduling pick-up of copiers.

Canon

As Canon is the awarded vendor on SWC #400, they will be able to coordinate their own pick-ups at the time of delivery of new devices. Be sure to inform Canon of the devices currently installed.

Xerox

1. Allow 30 days notice to Xerox of copier removal notification.
2. State Agencies contact:
Eric Canty
Services & Solutions Executive
Office (615) 764-6717
Cell (615) 429-6599
Eric.canty@xerox.com
3. Local Agencies contact their local Xerox representatives. If you are unsure, please contact Michael Shotwell and he will re-direct.
4. An authorized carrier for Xerox will schedule pick-up with agency. Normal pick-up days are Monday, Tuesday, and Friday (exceptions can be made, if needed).
5. Agencies will be expected to sign a Bill of Lading (to include date and final meter reading) confirming pick-up.
6. The final end date on the invoice will be reflected as the service end/pick-up date.

Ricoh

1. Allow two weeks' notice to Ricoh of copier removal notification.
2. State and Local Agencies contact:
Mark Henningsen
Major Accounts Executive
Office (615) 807-7044
Cell (615) 483-4444
Mark.Henningsen@ricoh-usa.com
3. An authorized carrier for Ricoh or Ricoh directly will schedule pick-up with agency.
4. Agencies will be expected to sign a document confirming pick-up.
5. The final end date on the invoice will be reflected as the service end/pick-up date.

Toshiba

1. Allow 30 days notice to Toshiba of copier removal notification.
2. State and Local Agencies contact:
Joanne Paul
Account Specialist
Office 1-800-866-4361 x6235
Joanne.Paul@tabs.toshiba.com
3. An authorized carrier for Toshiba or Toshiba directly will schedule pick-up with agency. Note: once the carrier is dispatched, it cannot be cancelled (if new machine device delivery is delayed, Toshiba will not be able to revise the pick-up schedule).
4. The final end date on the invoice will be triggered by the final meter read which must be provided to Joanne Paul at the time of pick-up.